

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications for Probation Case Specialist Series

This position is part of a series that includes a number of levels. Employees are appointed to the entry level and are eligible to advance to the higher levels consistent with this job description and Trial Court policies.

All applications must be received by:

SUMMARY OF SERIES:

This series is responsible for performing a variety of duties related to the processing of cases, including entering of data in automated systems, within a Probation Office. In addition to case processing duties, this series is also responsible for providing service to the public and other individuals who have business with the court consistent with policies on confidentiality. The position titles above the entry level require the performance of increasingly more responsible and varied work which requires more knowledge of court procedures and Probation operations and the exercise of more independent judgment. Employees are hired at the entry level position title and are eligible for reclassification to the higher level position titles within this series consistent with the specifications for the higher level position titles. The position titles revert to the entry level when there are vacancies.

ORGANIZATIONAL LEVELS:

Probation Case Specialist I - This is the entry level position title within this series. Employees at this level are expected to perform a variety of duties which teach them the business of the Probation Office.

Probation Case Specialist II - This is the second level position title within this series. Employees at this second level are expected to perform more complex case processing functions within an office. Employees at this level are expected to be able to identify discrepancies in the data and to be able to resolve those discrepancies within established guidelines. They are also expected to perform administrative support functions such as typing letters and reports.

Probation Case Specialist III - This is the third level position title within this series. Employees at this third level are expected to perform advanced case processing functions. Employees at this level are also expected to be fully cross trained on all automated systems and data bases.

Probation Case Specialist IV - This is the fourth level within this series. Employees at this fourth level are expected to serve as a resource person within an office, to be able to perform

the full range of case processing responsibilities, to assist in the training of employees, and to assist in researching open cases to determine their status. May also serve as the back-up to a Probation Case Coordinator.

MAJOR DUTIES:

Probation Case Specialist I Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes assisting individuals in filling out forms and applications, and responding to routine requests for information concerning cases, scheduling and court procedures. May use specialized communication skills in performing these duties.

Retrieves criminal records, enters initial data, and updates records and orders in various automated systems.

Requests information from other agencies, departments, and or courts.

Answers incoming phone calls, routes callers to appropriate personnel, takes messages, and provides routine information in response to inquiries.

Prepares lists and other standard documents, and sends out notices to parties and attorneys.

Verifies daily list with the Clerk-Magistrate's office.

Copies, files, retrieves, and sorts court papers, documents, and folders according to established procedures. Pulls folders for court sessions.

Receives, date stamps, sorts, and distributes incoming mail. Processes outgoing mail.

Performs cashiering duties, including receiving money, determining case type, making entries in the cash register or other system, validating case papers to reflect payments, and issuing receipts.

Maintains statistical data concerning case processing activities.

Performs related duties as required.

Probation Case Specialist II Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes providing information of a more specialized and or detailed nature. May use specialized communication skills in performing these duties.

Performs more complex case processing functions, including reviewing court documents, papers, reports, and filings for accuracy and completeness and determining processing required prior to entering them in the permanent record, identifying inaccuracies and or discrepancies and taking action to resolve inaccuracies and discrepancies within established guidelines, or referring unusual problems to a supervisor.

Performs more extensive administrative support work Probation Officers, including typing case folders, violation hearing notices, pre-sentence investigations, probation transfers, letters, reports, and other non-standard documents using word processing software as required. Also collects supporting documentation as necessary.

Performs routine administrative duties such as preparing internal requisitions, payment vouchers, encumbrance documents, and CAPS forms as required.

Serves as a “floating case specialist” who is able to fill-in for employees within other work units as required.

Performs all of the duties of the lower level within this series as required.

Probation Case Specialist III Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. This includes responding to unusual or complicated requests for information. May use specialized communication skills in performing these duties.

Performs advanced case processing and data entry functions requiring independent judgment concerning the types of actions to be taken and making determinations as to when it is appropriate to take such actions, including working on complicated merges involving multiple records and the need to collect information from multiple outside agencies.

Compares data in various automated systems in order to determine status and to ensure accuracy of information. Resolves discrepancies as needed.

Reviews approved motions for release of criminal records for completeness, produces such records or identifies issues for further review by a supervisor.

Maintains a data base on individuals referred to community service and other court programs and provides periodic reports.

Assists in the training of new employees and in the ongoing training of other employees.

Serves as a “floating case specialist” who is able to perform the full-range of case processing duties within an office during absences as required.

Assists in special projects as assigned by a supervisor.

May provide occasional assistance to courtroom personnel.

Performs all of the duties of the lower levels within this series as required.

Probation Case Specialist IV Additional Duties:

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. Capable of handling the most unusual and complicated inquiries within established guidelines. May use specialized communication skills in performing these duties.

Serves as a resource for the handling of particular functions, including answering questions and assisting in resolving problems.

Compiles statistical information on probation activities and prepares periodic reports.

Prepares a variety of notices, documents and correspondence requiring a detailed knowledge of applicable terminology, rules, and procedures.

Assists in researching open cases to determine their status and to determine further action to be taken.

Performs administrative support responsibilities for a supervisor, including composing correspondence for supervisor's review and signature, typing memoranda, reports, and other documents, maintaining an appointment calendar and arranging meetings, and maintaining files.

Identifies persons who are behind in payments, researches payment histories, determines further actions to be taken, and maintains appropriate files.

Provides assistance to staff in the use of word processing and other software applications.

May provide regular assistance and coordination to personnel assigned to the courtroom.

May serve as a back-up to a higher level series.

Performs all of the duties of the lower levels within this series as required.

POSITION REQUIREMENTS:

Probation Case Specialist I Requirements:

Graduation from high school or its equivalent. Some general clerical or customer service experience preferred.

General knowledge of modern office practices and procedures.

General knowledge of and ability to use personal computers and word processing software preferred.

Ability to serve the public and others with business with the court in a courteous and professional manner.

Ability to learn the procedures and functions, manual and automated, of the Probation Office and the codes used in those systems.

Ability to understand and follow verbal and written instructions.

Ability to type and perform routine data entry at an acceptable rate of speed.

Ability to establish and maintain effective working relationships with court staff.

Ability to communicate effectively with others.

Probation Case Specialist II Additional Requirements:

A minimum of two of years of experience as a Probation Case Specialist I.

Working knowledge and training in all of the procedures, manual and automated, related to the cases processed within the Probation Office.

Working knowledge of word processing software used by the court and the demonstrated ability to use that software to prepare documents.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to provide specialized or technical case processing information.

Ability to identify problems with court documents, papers and filings and to take appropriate action.

Probation Case Specialist III Additional Requirements:

A minimum of two years of experience as a Probation Case Specialist II

Considerable knowledge and training in all of the procedures, manual and automated, related to all of the cases processed by the Probation Office.

Working knowledge of the fiscal policies of the Trial Court and ability to prepare fiscal reports.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to respond to unusual or complicated requests for information.

Demonstrated ability to process complicated cases from beginning to end.

Demonstrated ability to work without close supervision.

Probation Case Specialist IV Additional Requirements:

A minimum of two years of experience as a Probation Case Specialist III.

Considerable knowledge of all courtroom policies and procedures and demonstrated ability to provide assistance during any court session.

Considerable knowledge of word processing software used by the court and the demonstrated ability to use that software to perform complex functions such as merge letters, macros, templates, etc. Familiarity with spreadsheets.

Demonstrated ability to serve the public and others with business with the court in a courteous and professional manner. Demonstrated ability to respond to difficult and sensitive

requests for information.

Demonstrated ability to function as a resource person.

Demonstrated ability to prepare statistical and written reports.

Demonstrated ability to train employees.

Demonstrated ability to conduct research on case files and systems and to prepare reports.

ENTRY LEVEL SALARY:

Completed Trial Court Application for Employment should be forwarded to:

Applications for Employment are available at all court locations and at the Administrative Office or may be downloaded from <http://www.mass.gov/courts/jobs> or from the Trial Court Intranet web site at <http://trialcourtweb.jud.state.ma.us/jobs> .

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER